

How The After-Hours Emergency Hotline Works



Drinking water staff are available around the clock to troubleshoot drinking water emergencies and help protect the health of your customers. Call it Murphy's Law or whatever - emergencies don't just happen during business hours.

Imagine...

- A midnight landslide damages your distribution system.
- You are notified on Friday evening before a three-day weekend that your repeat samples were E. coli positive.
- A nearby stream floods, leaving your wellhead underwater on the day after Thanksgiving.

Who can you call for technical advice? The division's new after-hours emergency hotline, with access to on-call drinking water experts who will guide you through problems like those described above.

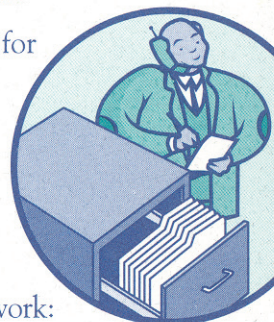
This service is intended for water system operators, local health officials, laboratory operators and others who need immediate technical, engineering or public health advice from state drinking water experts during emergencies.

While citizen's concerns will be addressed if they call, this is not a public emergency hotline.



Individuals with concerns about their drinking water should call their water utility, their local health department or 911.

This hotline is intended for after-hours emergencies only, not for problems that arise during business hours, and not for routine business.



Here's how the system will work:

- After-hours calls will be evaluated to determine the nature of the emergency.
- Callers clearly seeking routine business will be asked to contact their regional office during business hours.
- The division staff person on call will be contacted to return calls dealing with emergencies.
- The staff person on call will return the call within 30 minutes.
- Callers using the emergency number during normal business hours will receive a recorded message directing them to the division regional office serving their area.

This new service was developed as one of several agency quality improvement efforts. Interviews and surveys with customers indicated a need for 24-hour emergency access to division staff.



Drinking Water After-Hours Emergency Hotline



Toll Free 1-887-481-4901
Around-the-Clock
Troubleshooting for Drinking
Water Emergencies

Call this number after-hours if a drinking water emergency:

- **Threatens the health of your customers or the integrity of your system**
- **Can't wait until the next business day**

Department of Health
Division of Environmental Health
Office of Drinking Water

ODW Headquarters

360-236-3100

Northwest Regional Office

1-800-521-0323

Southwest Regional Office

253-395-6750

Eastern Regional Office

360-236-3030

After-Hours Emergency

509-456-3115

1-877-481-4901



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For persons with disabilities, this document is available on request in other formats. Please call 1-800-525-0127 (TTY 1-800-833-6388).